

FOI receipts remain consistently at 1,200 per quarter. We would anticipate receiving slightly more during Q4, but this will not impact on the overall number of live cases which is expected to finish the year within our target range of 600 to 850 cases. 90% of cases are closed within 6 months. DP receipts down on last year. 80% are dealt with in 30 days. Some cases, where a significant issue is raised, are taking longer as we engage with the data controller. This is an anticipated effect of the project eagle approach. Of the cases closed in Q3, 69% involved engaging with the data controller.

A general increase in PECR concerns referred. We can anticipate more calls about SPAM as a result of changes to pension legislation. We are working with the others to keep the public aware of this problem.

There are a number of reasons for the reduction in the number of calls to the helpline. There are fewer calls about the registration process now the new system has bedded in. We have modified the telephony system and service, as well as technology changes we've also enabled more staff to deal with a greater breadth of calls and thus reduce the need for double handling. We have also made it easier for people to give us information on line. There has been a reduction in resources to reflect this.

The register of data controllers continues to rise which has led to an increase in fee income.

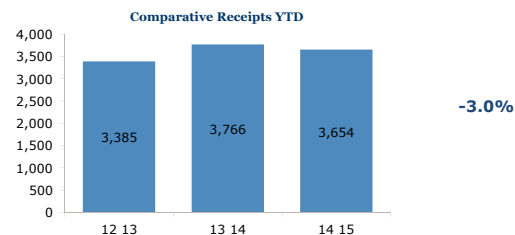
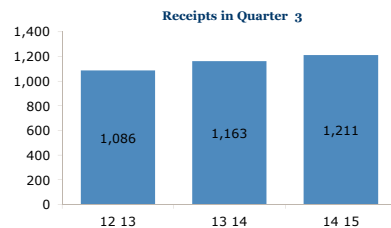
Simon Entwisle

FOI complaint casework

January 2015 - Quarter 3

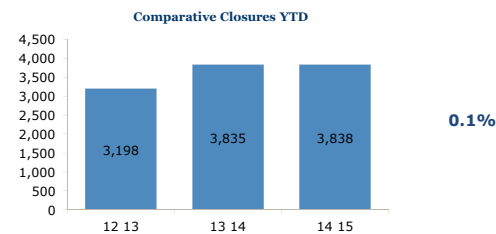
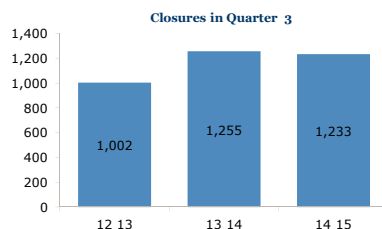
Received

	2013/14	2014/15
Quarter 1	1,335	1,226
Quarter 2	1,268	1,217
Quarter 3	1,163	1,211
Quarter 4	1,385	
Total	5,151	3,654

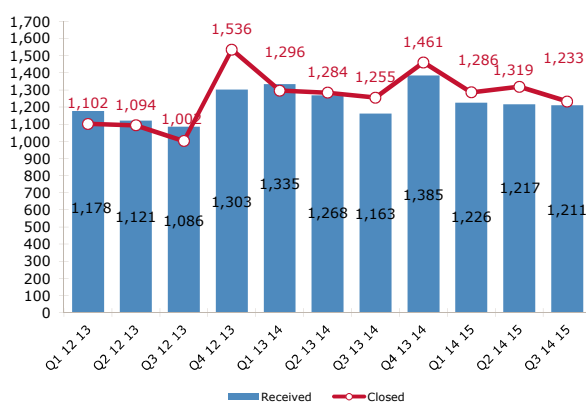


Closed

	2013/14	2014/15
Quarter 1	1,296	1,286
Quarter 2	1,284	1,319
Quarter 3	1,255	1,233
Quarter 4	1,461	
Total	5,296	3,838



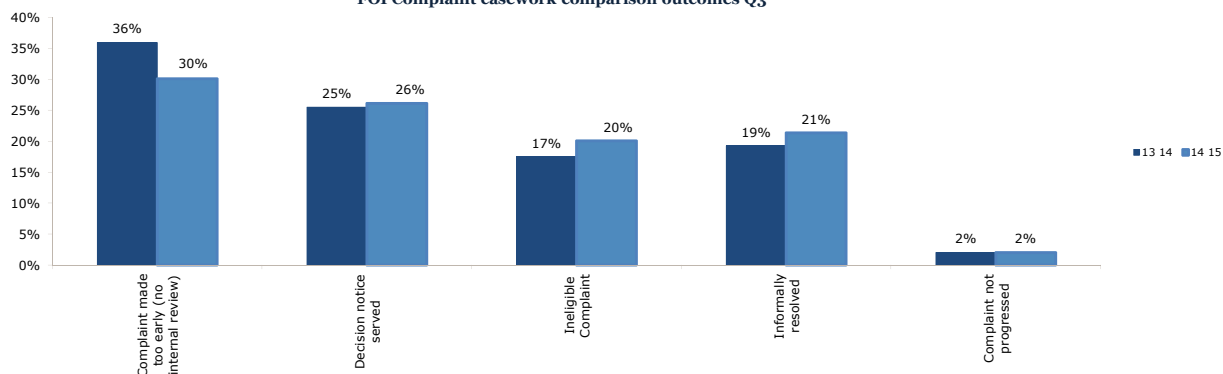
Receipt & Closures by Quarter



FOI and EIR Complaints - Age profiles of finished casework

Age profile	Q3	%
0 - 30 days	690	56%
31 - 90 days	222	18%
91 - 180 days	201	16%
181 - 270 days	85	7%
271 - 365 days	25	2%
1 yr - 18 months	10	1%
Total	1,233	100%

FOI Complaint casework comparison outcomes Q3



Decision Notices Served

	2013/14	2014/15
Quarter 1	232	309
Quarter 2	298	365
Quarter 3	316	314
Quarter 4	415	
Total	1,261	988

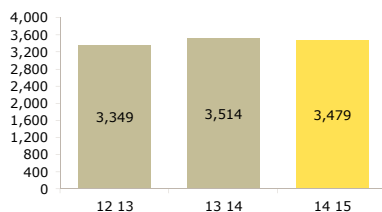
Decision Notices Served by outcome

	2013/14				2014/15			
	Not upheld	Partially upheld	Upheld	Total	Not upheld	Partially upheld	Upheld	Total
Quarter 1	139	28	65	232	184	43	82	309
Quarter 2	176	48	74	298	236	55	74	365
Quarter 3	202	43	71	316	196	46	72	314
Quarter 4	257	54	104	415				
Total	774	173	314	1,261	616	144	228	988

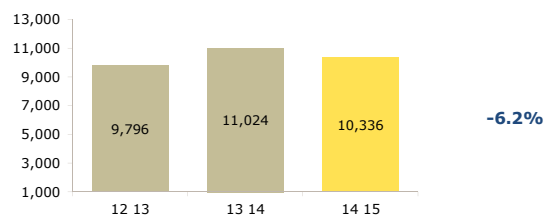
Received

	2013/14	2014/15
Quarter 1	3,676	3,332
Quarter 2	3,834	3,525
Quarter 3	3,514	3,479
Quarter 4	3,714	
Total	14,738	10,336

Receipts In Quarter 3



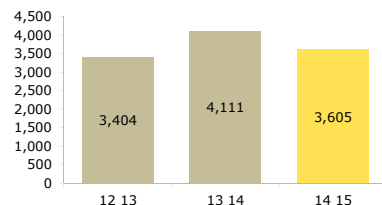
Comparative Receipts YTD



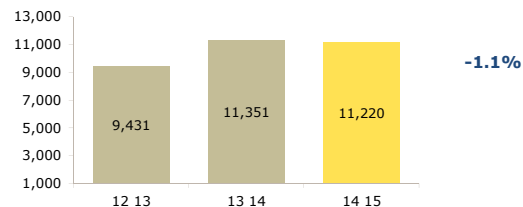
Closed

	2013/14	2014/15
Quarter 1	3,401	4,007
Quarter 2	3,839	3,608
Quarter 3	4,111	3,605
Quarter 4	4,141	
Total	15,492	11,220

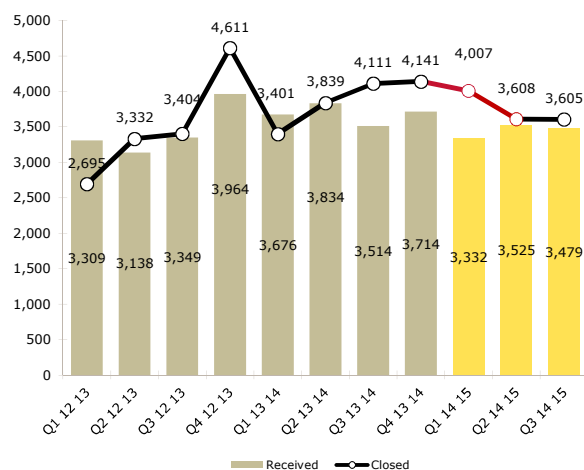
Closures in Quarter 3



Comparative Closures YTD



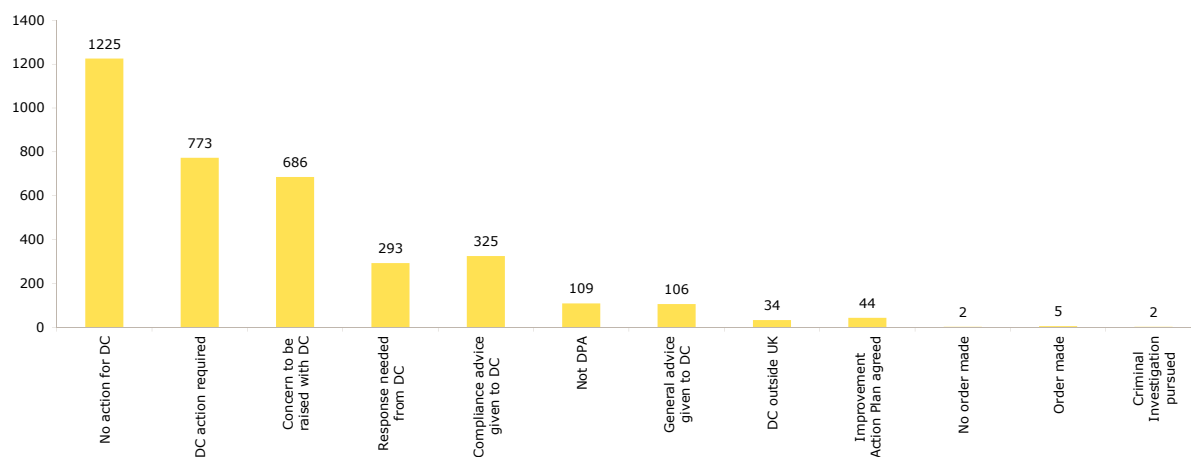
Receipts and Closures by Quarter



DP concerns - Age profiles of finished casework

Age profile	Q3	%
0 - 30 days	2,882	80%
31 - 90 days	515	14%
91 - 180 days	170	5%
181 - 270 days	30	1%
271 - 365 days	5	0%
1yr - 18 months	3	0%
Total	3,605	100%

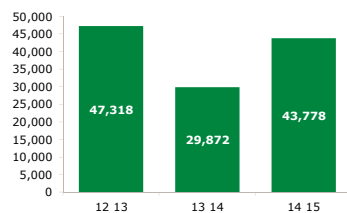
Outcomes of concerns finished in Q3



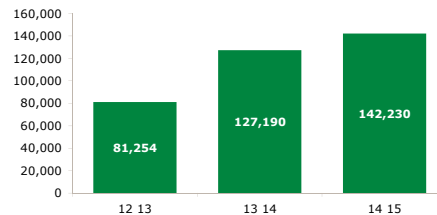
Concerns reported

	2013/14	2014/15
Quarter 1	57,236	47,843
Quarter 2	40,082	50,609
Quarter 3	29,872	43,778
Quarter 4	34,530	
Total	161,720	142,230

Concerns reported in Quarter 3



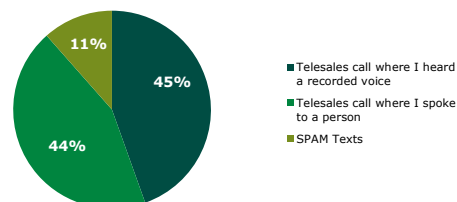
Comparative concerns reported YTD



Nature of telesales and SPAM texts reported

	2013/14			2014/15		
	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts	Telesales call where I heard a recorded voice	Telesales call where I spoke to a person	SPAM Texts
Quarter 1	34,066	15,347	7,445	22,105	18,635	6,830
Quarter 2	17,007	15,687	7,080	26,237	18,170	5,925
Quarter 3	10,548	12,050	6,976	19,368	19,085	5,008
Quarter 4	12,403	13,185	8,638			
Total	74,024	56,269	30,139	67,710	55,890	17,763

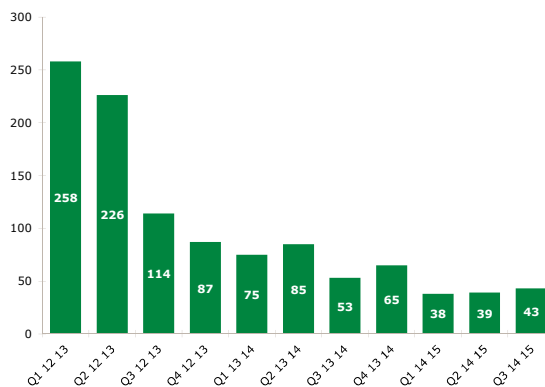
Nature of telesales and SPAM texts reported Q3



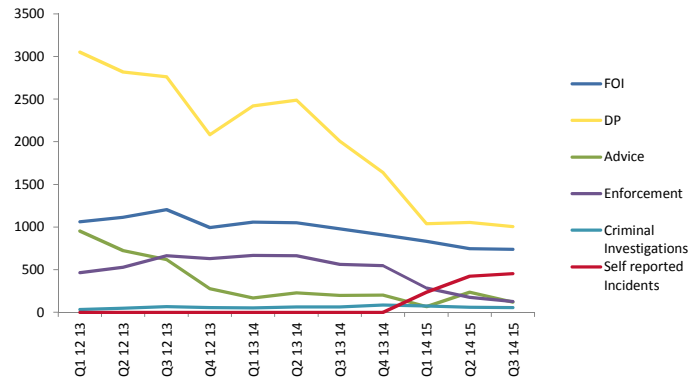
Cookie concerns reported

	2013/14	2014/15
Quarter 1	75	38
Quarter 2	85	39
Quarter 3	53	43
Quarter 4	65	
Total	278	120

Cookie concerns reported



Caseload trend



Case types can change as work is progressed, which means work can move between caseloads. self reported incidents were recorded as Enforcement cases prior to April 2014.

*Some

FOI and EIR Complaints - Age profiles

Age profile	Caseload Q3	%
0 - 30 days	221	30%
31 - 90 days	291	39%
91 - 180 days	160	22%
181 - 270 days	44	6%
271 - 365 days	18	2%
365 days +	4	0.5%
Total	738	100%

DP Concerns - Age profiles

Age profile	Caseload Q3	%
0 - 30 days	495	49%
31 - 90 days	327	33%
91 - 180 days	161	16%
181 - 270 days	18	2%
271 - 365 days	1	0.1%
365 days +	4	0.4%
Total	1,006	100%

Written advice - age profile

Age profile	Caseload Q3	%
0 - 30 days	112	95%
31 - 90 days	4	3%
91 - 180 days	2	2%
Total	118	100%

Self reported Incidents - age profile

Age profile	Caseload Q3	%
0 - 30 days	95	21%
31 - 90 days	173	38%
91 - 180 days	139	31%
180 days +	47	10%
Total	454	100%

Enforcement - age profile

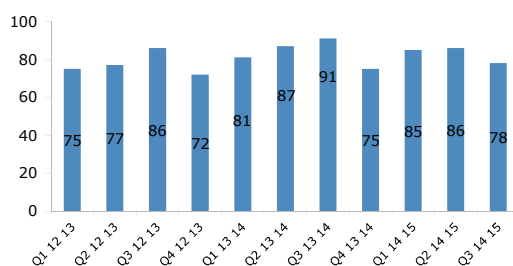
Age profile	Caseload Q3	%
0 - 30 days	5	4%
31 - 90 days	8	6%
91 - 180 days	11	9%
181 - 270 days	12	10%
271 - 365 days	35	28%
Over 1 yr	55	44%
Total	126	100%

Criminal Investigations - age profile

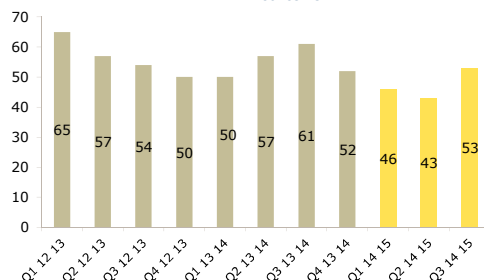
Age profile	Caseload Q3	%
0 - 30 days	13	23%
31 - 90 days	15	27%
91 - 180 days	4	7%
181 - 270 days	5	9%
271 - 365 days	7	13%
Over 1 yr	12	21%
Total	56	100%

Average age of caseload in days at end of each quarter

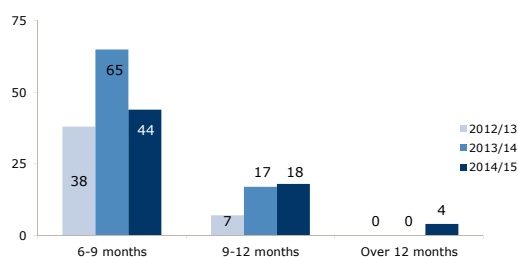
FOI and EIR Complaints



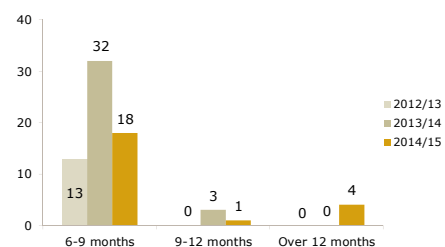
DP Concerns



FOI and EIR Complaints over 6 months old



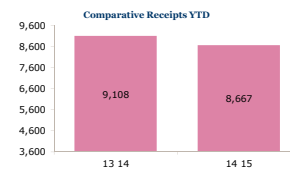
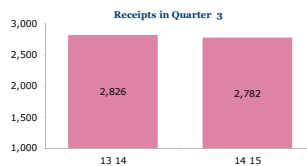
DP Concerns over 6 months old



Written advice casework received

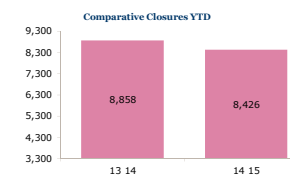
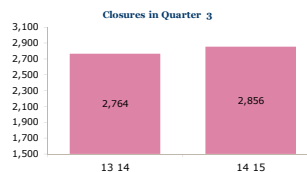
	2013/14	2014/15
Quarter 1	3,064	2,881
Quarter 2	3,218	3,004
Quarter 3	2,826	2,782
Quarter 4	2,793	
Total	11,901	8,667

Written advice



Written advice casework closed

	2013/14	2014/15
Quarter 1	3,051	2,852
Quarter 2	3,043	2,718
Quarter 3	2,764	2,856
Quarter 4	2,722	
Total	11,580	8,426



Helpline advice

Helpline calls received

	2013/14	2014/15
Quarter 1	64,231	54,749
Quarter 2	73,030	49,217
Quarter 3	63,553	46,671
Quarter 4	59,089	
Total	259,903	150,637

Helpline calls answered

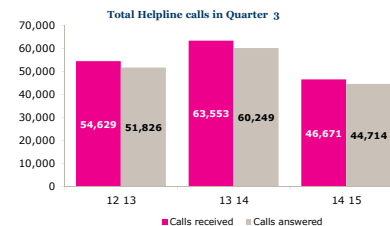
	2013/14	2014/15
Quarter 1	59,686	52,170
Quarter 2	67,996	46,933
Quarter 3	60,249	44,714
Quarter 4	55,506	
Total	243,437	143,817

% calls answered

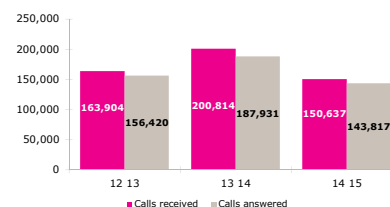
	2013/14	2014/15
Quarter 1	93%	95%
Quarter 2	93%	95%
Quarter 3	95%	96%
Quarter 4	94%	
Total	94%	95%

Average wait time

	2013/14	2014/15
Quarter 1	100	61
Quarter 2	94	61
Quarter 3	72	47
Quarter 4	74	
Average Wait YTD	85	56



Comparative total calls YTD



Helpline calls YTD

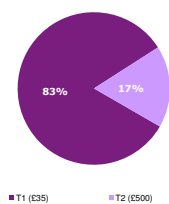
	2013/14	2014/15
Received	259,903	150,637
Answered	243,437	143,817
% Answ'd	94%	95%

Registration fee income

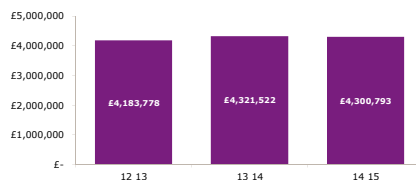
Fee income received

	2013/14	2014/15
Quarter 1	£3,773,331	£3,993,100
Quarter 2	£3,891,318	£4,272,808
Quarter 3	£4,321,522	£4,300,793
Quarter 4	£4,593,499	
Total	£16,579,670	£12,566,701

Fee income received in Q3 by fee tier



Registration Fee Income for Quarter 3



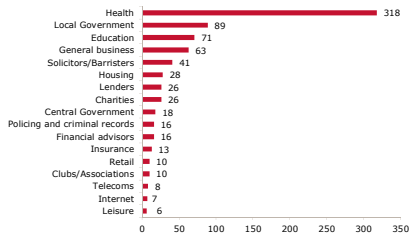
Comparative fee income YTD



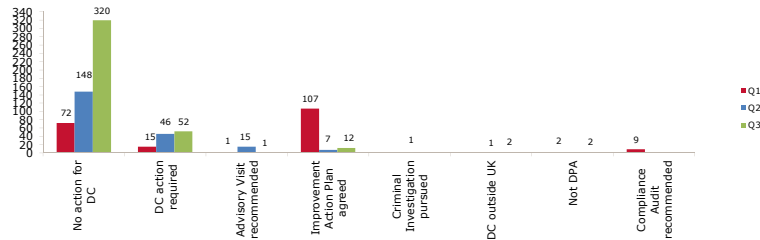
Self reported Incidents

	Received	Finished
Quarter 1	441	206
Quarter 2	412	219
Quarter 3	414	390
Total	1,267	815

Sectors generating most self reported incidents YTD



Outcomes YTD



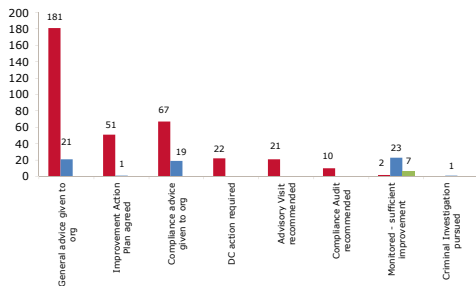
Enforcement and Criminal Investigations

Enforcement

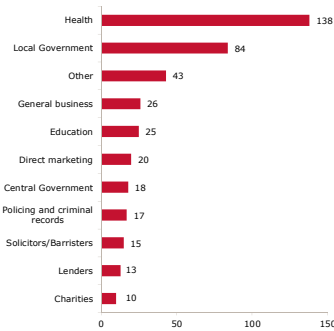
		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	9	23	3	249	22	2
	Quarter 2	7	13	5	100	26	4
	Quarter 3	6	15	0	41	27	1
	Quarter 4						
Total		22	51	8	390	75	7

*The number of cases with an Enforcement case type has fallen as anticipated since the introduction of Project Eagle. Cases are now recorded under the most appropriate case type such as DP concern / Self reported incident. The Enforcement case type is used for the consideration of Enforcement action.

Outcomes YTD



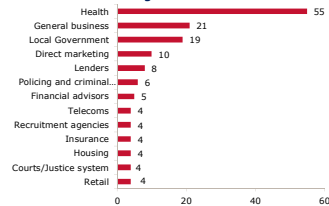
Sectors generating most Enforcement cases YTD



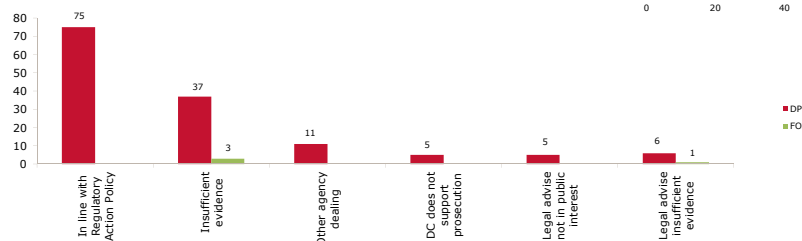
Criminal Investigations

		Received			Finished		
		Data Protection	PECR	FOI and EIR	Data Protection	PECR	FOI and EIR
2014/15	Quarter 1	57	0	2	61	0	2
	Quarter 2	38	0	2	55	0	1
	Quarter 3	46	0	0	47	0	1
	Quarter 4						
Total		141	0	4	163	0	4

Sectors generating most criminal investigations cases



Outcomes YTD



Cases closed with a notice, caution or prosecution

	Quarter 1		Quarter 2		Quarter 3		Quarter 4		Total
	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	Data Protection	PECR	
Undertaking served	16		8		7				31
Enforcement notice served	1	1		3	1	2			8
Prosecuted	8		8		4				20
Caution served	1		1		2				4
CMP served			2	3	1	1			7
CMP notice of Intnt served					1				1

The above table shows the number of cases closed with a notice or undertaking outcome. The number of notices or undertakings actually served may be less as multiple cases with one Data Controller will result in a single notice or undertaking being served.

